

Appendix 3: Resident Engagement Strategy Action Plan 2022-2025

Year 1 = 2022/2023, Year 2 = 2023/2024, Year 3 = 2024/2025

This Action Plan is inclusive but not exhaustive and will be regularly reviewed and updated in line with the delivery timescales.

Item	Action	Lead	Timescale	RAG Status
1	Develop a Draft Tenant and Leaseholder Engagement Strategy and High Risk and complex Building Strategy to cover 2022-2025	Customer Engagement Team	Year 1	Green
2	Consult on the draft tenant and leaseholder engagement strategies to provide an opportunity to inform and influence the strategy.	Customer Engagement Team	Year 1	Green
3	Seek approval to launch both Strategies	Customer Engagement Team	Year 1	Yellow
4	As part of the digital offer, develop a resident engagement webpage that will provide easy access to information on various engagement activities and how to get involved.	Customer Engagement Team and Corporate Communications Team	Year 1	Yellow
5	Develop menu of engagement options to listen to resident feedback, which will show us the direction of travel and where improvements should be made	Customer Engagement Team	Year 1	Yellow
6	Work alongside partners and other council services to deliver 'Community Engagement Days' to ensure a coordinated approach to wider resident engagement	Customer Engagement Team and partners	Year 2	White

7	Attend TRA meetings as and when required	Customer Engagement Team	Year 1, 2 and 3	
8	Deliver Sheltered Housing Forum meetings -quarterly	Customer Engagement Team	Year 1, 2 and 3	
9	Delivery Older People's Assembly - quarterly	Customer Engagement Team	Year 1, 2 and 3	
10	Deliver Assembly for People with Disability - quarterly	Customer Engagement Team	Year 2, 3	
11	Deliver 2 X Carers Forum meetings in partnership with Hillingdon Carers Trust	Customer Engagement Team and Carers Trust	Year 1, 2	
12	Refresh purpose and objectives of the Housing Forum Meetings (Senate)	Customer Engagement Team and residents	Year 2	
13	Provide annual report on engagement activities to Select Committee	Customer Engagement Team	Year 1, 2 and 3	
14	Ensure engagement and involvement is accessible and inclusive, providing support for underrepresented groups.	Customer Engagement Team	Year 1, 2 and 3	
15	Capacity building for residents who wish to get involved. Various training provided.	Customer Engagement Team and other partner organisations (BUILD, Learn Hillingdon)	Year 2	
16	Use a range of communication methods, including digital participation to communicate with residents	Customer Engagement Team and Corporate Communications Team	Year 1, 2 and 3	
17	Recruit tower block champions for each block to work closely with officers across various housing services to regularly provide feedback that would support estate service delivery.	Customer Engagement Team and Tenancy Management Officers	Year 2	
18	Ensure each tower block has a noticeboard that would be updated with relevant information pertaining to safety	Customer Engagement Team and Tenancy Management Officers	Year 1	

	within and around the tower block environment			
19	Conduct Survey of Tenants and Residents (STAR) survey	Customer Engagement Team	Year 2	
20	Develop and support a resident led scrutiny process to challenge our services and recommend improvement	Customer Engagement Team, Housing Service Teams, Residents and other stakeholders	Year 3	
21	Develop individual action plans for each tower block that would address issues specific to the block. This will be delivered alongside the High Risk and complex Building	Customer Engagement Team and Tenancy Management Officers, Caretaking Team, ASB, London Fire Brigade, Met Police	Year 2	
22	Deliver 'Stay Safe at Home' sessions for residents living in tower blocks	Customer Engagement Team and Tenancy Management Officers, Caretaking Team, ASB, London Fire Brigade, Met Police	Year 1, 2	
23	Carry out tenancy visits focusing on building safety. This activity also informs any changes to the Premises Information Box (PIB) box located in every tower block	Tenancy Management Officers	Year 1,2,3	
24	Increase digital inclusion by working with local services to provide support to residents who may be struggling with accessing the digital space.	Customer Engagement Team, Libraries, Learn Hillingdon and other partners.	Year 2, 3	
25	Co-produce and publish an Annual Report to let residents know how we are performing as a housing landlord.	Customer Engagement Team, Housing Service Managers and residents	Year 2	

26	Undertake an analysis of lessons learnt from complaints including publishing reports.	Complaints Department and Customer Engagement Team	Year 2-3	
27	Staff to keep abreast with legislation and expectation of the Social Housing Regulator. This can be done through self-study, networking, shared learning across residents' groups and other landlord providers.	Customer Engagement Team and Tenancy Management Officers	Year 1, 2 and 3	
28	Both Strategies to be reviewed at the end of the three year period.	Regulation and Engagement Manager	Year 3	